

**From:** Robert Neely  
**To:** Microsoft ATR  
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**Subject:** One citizen's view

I have been a DOS & Windows user since near day one and have NEVER been disappointed in Microsoft's updating of existing software or maintenance of adequate customer service. This entire litigation seems to be solely motivated by other software manufacturers who were able to attract the attention of some office-holders.

I have yet to hear of even one consumer who claims to have been damaged by Microsoft's products. This entire matter seems to have jealousy as a base. Will someone please breath some common sense into the case? Thank you.

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